

# How Care Teams Can Support Immigrant Families

Immigration laws and policies rapidly change, especially when there are new presidential administrations in office. Care teams working with mixed-status families can always provide support by sharing important information about people's rights. Use this guide to learn key tips about navigating immigration systems.



## KNOW KEY IMMIGRATION AGENCIES AND COURTS

- [US Citizenship and Immigration Services \(USCIS\)](#) – agency that decides immigration applications
- [Immigration and Customs Enforcement \(ICE\)](#)
- [Executive Office of Immigration Review \(EOIR\)](#) – immigration court

## KNOW HOW TO NAVIGATE ONLINE IMMIGRATION TOOLS



### Immigration Application Status:

**Q:** How can someone check their immigration application status?

**A:** USCIS has a [Case Status Online look-up tool](#). The applicant will need their 13 digit "receipt number".

**Q:** What is the receipt number?

**A:** This is the tracking number USCIS gives after someone has submitted their application.



### Immigration Court Status:

**Q:** How can someone check the status of their immigration court case?

**A:** EOIR has an online [Immigration Court Case status](#) tool. The immigrant will need their A-number for the search.

**Q:** What is an A-number?

**A:** This is a 9-digit number given by the USCIS to someone who isn't a citizen.



## Detainee Look-Up

**Q:** If an adult is detained (picked up) by ICE, how can they be found?

**A:** USCIS has an online [Detainee locator tool](#). You will need the adult Detainee's A-number.

**Q:** If an adult is detained (picked up) by ICE, how can they be found?

**A:** The search can also be done with the person's name spelled exactly and their birth country.

**Q:** Can I search for children under 18 years old?

**A:** Children under 18 will not show up in the Detainee Locator tool. Care teams can direct people to call [nearest ICE field office](#) from where the child was picked up.

## SUPPORT MIXED STATUS FAMILIES

Offer emergency planning for the care of the children. This includes:

- Having passports for the adults and children
- Give a copy of the parent's A-number to family and emergency contacts
- Identifying a caregiver for the child
- Creating a family reunification plan
- Listing the child's personal, health, and educational needs and service provider information

### Key Planning Resources

- Massachusetts: BMC's [Family Preparedness Plan \(ESP\)](#) and [Facilitator Guide](#)
- Rhode Island: [Immigrant Coalition of RI's Family Preparedness Plan](#)
- Passport application for minors: [US Dept. of State](#)
- Benefits and Immigration: [Protecting Immigrant Families Coalition guides on public charge](#)

## HELP PEOPLE BE PREPARED FOR ICE INTERACTIONS

- [Know their rights](#) in case ICE comes to their home.
- Print and Use ["Red Cards"](#) with Rights information
- Memorize phone numbers of family members and/or legal resources.
- Identify one person with US citizenship or immigration

## FOR MORE INFORMATION, VISIT THE DIGITAL DIGEST

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